Enterprise Incident Report October 2012

As of 11/1/2012

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Governor's Office	Application Services	Danielle Hood	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Capitol Desktop Support	Chad Poll	2 2	14 12	16 14
		Assigned to Individual Total	2 2	14 12	16 14
	Capitol Hosting	Danny Black	0 0	1 0	1 0
		Jake Vandenberghe	0 0	1 0	1 0
		Joe Benson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0
	Help Desk	Brenda Treadway	0 0	1 1	1 1
		Julie VanBeekum	0 0	1 1	1 1

Governor's Office

			High	Low	FCR Total
Governor's Office	Help Desk	Vicky Marrelli	0 0	1 1	1 1
		Assigned to Individual Total	0 0	3 3	3 3
	Metro A Desktop Support	Kraig Ellis	0 0	1 0	1 0
		Robert Wall	0 0	16 6	16 6
		Assigned to Individual Total	0 0	17 6	17 6
	Metro A Help Desk	Ed Conrad	0 0	1 1	1 1
		Liz Evans	0 0	2 2	2 2
		Assigned to Individual Total	0 0	3 3	3 3
	Metro D Desktop Support	Steve Gibb	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Help Desk	Doug Brown	0 0	2 2	2 2
		John Robinson	0 0	4 2	4 2
		Assigned to Individual Total	0 0	6 4	6 4
	Operations Production Control	Christie Burnham	0 0	1 0	1 0

Governor's Office

			High	Low	FCR Total
Governor's Office	Operations Production Control	**Assigned to Individual** **Total**	0 0	1 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	2 2	2 2
		Assigned to Individual **Total**	0 0	2 2	2 2
	Voice Operations	Romanza Hamblin Sorensen	0 0	2 2	2 2
		Assigned to Individual **Total**	0 0	2 2	2 2
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	1 0
		Assigned to Individual **Total**	0 0	1 0	1 0
	Assigned Group Total		2 2	55 32	57 34
Customer Company Total			2 2	55 32	57 34

Enterprise Incident Report October 2012

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Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| | | | **Top Number - Total Incidents** | | |
| | | | **Bottom Number - Missed Inital Response** | | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MIR Total**
Governor's Office	Application Services	Danielle Hood	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Capitol Desktop Support	Chad Poll	2 0	14 1	16 1
		Assigned to Individual Total	2 0	14 1	16 1
	Capitol Hosting	Danny Black	0 0	1 1	1 1
		Jake Vandenberghe	0 0	1 0	1 0
		Joe Benson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 1	3 1
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Julie VanBeekum	0 0	1 0	1 0

Governor's Office

			High	Low	MIR Total
Governor's Office	Help Desk	Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro A Desktop Support	Kraig Ellis	0 0	1 0	1 0
		Robert Wall	0 0	16 0	16 0
		Assigned to Individual Total	0 0	17 0	17 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	1 0
		Liz Evans	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro D Desktop Support	Steve Gibb	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Help Desk	Doug Brown	0 0	2 0	2 0
		John Robinson	0 0	4 1	4 1
		Assigned to Individual Total	0 0	6 1	6 1
	Operations Production Control	Christie Burnham	0 0	1 1	1 1

Governor's Office

			High	Low	MIR Total
Governor's Office	Operations Production Control	Assigned to Individual Total	0 0	1 1	1 1
	Technical Lead/Project Manager	Martin Gonzalez	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	55 4	57 4
Customer Company Total			2 0	55 4	57 4

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Governor's Office	Application Services	Danielle Hood	0 0.00	1 0.17	1 0.17
		Tony Larsen	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.08	2 0.08
	Capitol Desktop Support	Chad Poll	2 0.00	14 0.19	16 0.17
		Assigned to Individual Total	2 0.00	14 0.19	16 0.17
	Capitol Hosting	Danny Black	0 0.00	1 2.23	1 2.23
		Jake Vandenberghe	0 0.00	1 0.31	1 0.31
		Joe Benson	0 0.00	1 0.18	1 0.18
		Assigned to Individual Total	0 0.00	3 0.91	3 0.91
	Help Desk	Brenda Treadway	0 0.00	1 0.54	1 0.54
		Julie VanBeekum	0 0.00	1 0.04	1 0.04

Governor's Office

			High	Low	ATTIR Total
Governor's Office	Help Desk	Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.19	3 0.19
	Metro A Desktop Support	Kraig Ellis	0 0.00	1 0.00	1 0.00
		Robert Wall	0 0.00	16 0.08	16 0.08
		Assigned to Individual Total	0 0.00	17 0.08	17 0.08
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	1 0.00
		Liz Evans	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	3 0.00	3 0.00
	Metro D Desktop Support	Steve Gibb	0 0.00	1 0.14	1 0.14
		Assigned to Individual Total	0 0.00	1 0.14	1 0.14
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	2 0.00
		John Robinson	0 0.00	4 0.52	4 0.52
		Assigned to Individual Total	0 0.00	6 0.35	6 0.35
	Operations Production Control	Christie Burnham	0 0.00	1 1.79	1 1.79

Governor's Office

			High	Low	ATTIR Total
Governor's Office	Operations Production Control	Assigned to Individual Total	0 0.00	1 1.79	1 1.79
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	2 0.25	2 0.25
		Assigned to Individual Total	0 0.00	2 0.25	2 0.25
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	2 0.08	2 0.08
		Assigned to Individual Total	0 0.00	2 0.08	2 0.08
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.22	1 0.22
		Assigned to Individual Total	0 0.00	1 0.22	1 0.22
	Assigned Group Total		2 0.00	55 0.22	57 0.22
Customer Company Total			2 0.00	55 0.22	57 0.22

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | | | Top Number - Total Incidents Bottom Number - Missed Resolution | | |
Customer Company	Assigned Group	Assigned to Individual	High	Low	MR Total
Governor's Office	Application Services	Danielle Hood	0 0	1 0	1 0
		Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	2 1	2 1
	Capitol Desktop Support	Chad Poll	2 0	14 1	16 1
		Assigned to Individual Total	2 0	14 1	16 1
	Capitol Hosting	Danny Black	0 0	1 0	1 0
		Jake Vandenberghe	0 0	1 0	1 0
		Joe Benson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Julie VanBeekum	0 0	1 0	1 0

Governor's Office

			High	Low	MR Total
Governor's Office	Help Desk	Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro A Desktop Support	Kraig Ellis	0 0	1 0	1 0
		Robert Wall	0 0	16 0	16 0
		Assigned to Individual Total	0 0	17 0	17 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	1 0
		Liz Evans	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro D Desktop Support	Steve Gibb	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Help Desk	Doug Brown	0 0	2 0	2 0
		John Robinson	0 0	4 0	4 0
		Assigned to Individual Total	0 0	6 0	6 0
	Operations Production Control	Christie Burnham	0 0	1 0	1 0

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Governor's Office

			High	Low	MR Total
Governor's Office	Operations Production Control	Assigned to Individual Total	0 0	1 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	55 2	57 2
Customer Company Total			2 0	55 2	57 2

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Governor's Office	Application Services	Danielle Hood	0 0.00	1 1.51	1 1.51
		Tony Larsen	0 0.00	1 7.08	1 7.08
		Assigned to Individual Total	0 0.00	2 4.30	2 4.30
	Capitol Desktop Support	Chad Poll	2 0.00	14 0.66	16 0.58
		Assigned to Individual Total	2 0.00	14 0.66	16 0.58
	Capitol Hosting	Danny Black	0 0.00	1 2.23	1 2.23
		Jake Vandenberghe	0 0.00	1 0.31	1 0.31
		Joe Benson	0 0.00	1 0.25	1 0.25
		Assigned to Individual Total	0 0.00	3 0.93	3 0.93
	Help Desk	Brenda Treadway	0 0.00	1 0.54	1 0.54
		Julie VanBeekum	0 0.00	1 0.13	1 0.13

Governor's Office

			High	Low	ATTR Total
Governor's Office	Help Desk	Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.22	3 0.22
	Metro A Desktop Support	Kraig Ellis	0 0.00	1 0.00	1 0.00
		Robert Wall	0 0.00	16 0.25	16 0.25
		Assigned to Individual Total	0 0.00	17 0.24	17 0.24
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.04	1 0.04
		Liz Evans	0 0.00	2 0.44	2 0.44
		Assigned to Individual Total	0 0.00	3 0.24	3 0.24
	Metro D Desktop Support	Steve Gibb	0 0.00	1 0.49	1 0.49
		Assigned to Individual Total	0 0.00	1 0.49	1 0.49
	Metro D Help Desk	Doug Brown	0 0.00	2 0.00	2 0.00
		John Robinson	0 0.00	4 1.33	4 1.33
		Assigned to Individual Total	0 0.00	6 0.88	6 0.88
	Operations Production Control	Christie Burnham	0 0.00	1 1.92	1 1.92

Governor's Office

			High	Low	ATTR Total
Governor's Office	Operations Production Control	Assigned to Individual Total	0 0.00	1 1.92	1 1.92
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	2 0.38	2 0.38
		Assigned to Individual Total	0 0.00	2 0.38	2 0.38
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	2 0.15	2 0.15
		Assigned to Individual Total	0 0.00	2 0.15	2 0.15
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.86	1 0.86
		Assigned to Individual Total	0 0.00	1 0.86	1 0.86
	Assigned Group Total		2 0.00	55 0.66	57 0.63
Customer Company Total			2 0.00	55 0.66	57 0.63

Governor's Office

Detail

Incident	Requester	Category	Type	Item	TIR	Value
INC000000585928	Cheralyn Anderson	Network	Error	ZENworks for Desktops	TIR Missed: No	0.30
Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	1.22
INC000000585972	Cuong Nguyen	PC/Laptop	None	None	TIR Missed: Yes	1.92
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: Yes	7.51
INC000000586026	Catherine Dibona	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.05
INC000000586110	Bartly Mathews	Telecom	None	Telephone	TIR Missed: No	0.22
Voice/Data/WAN Services	Greg Blessing	Governor's Office	Low	Closed	TTR Missed: No	0.86
INC000000586123	Connie Wettlaufer	Telecom	None	Telephone	TIR Missed: No	0.54
Help Desk	Brenda Treadway	Governor's Office	Low	Closed	TTR Missed: No	0.54
INC000000586243	Amie Parker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Governor's Office	Low	Closed	TTR Missed: No	
INC000000586271	Amie Parker	None	None	None	TIR Missed: No	0.06
Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.08
INC000000586332	Noleen Warrick	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000586746	James Heldt	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000586933	Amie Parker	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.04
INC000000587078	Noleen Warrick	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000587955	Bartly Mathews	Application	None	None	TIR Missed: No	0.06
Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.08
INC000000588447	Russ Fellows	None	None	None	TIR Missed: No	0.01
Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.04
INC000000588572	Jill Flygare	Application	Error	Budget Preparation	TIR Missed: No	0.18
Capitol Hosting	Joe Benson	Governor's Office	Low	Closed	TTR Missed: No	0.25
INC000000588599	David Stringfellow	Application	None	Gmail	TIR Missed: No	0.51
Technical Lead/Project Manager	Martin Gonzalez	Governor's Office	Low	Closed	TTR Missed: No	0.67
INC000000589547	Catherine Dibona	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Governor's Office	Low	Closed	TTR Missed: No	0.44

Governor's Office

INC000000589848	Gibson Peters	Application	None	Novell GroupWise	TIR Missed: No	0.06
Metro A Desktop Support		Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.08

INC000000591212	Peter Donner	Application	None	Gmail	TIR Missed: No	0.00
Technical Lead/Project Manager		Martin Gonzalez	Governor's Office	Low	Closed	TTR Missed: No	0.10

INC000000591434	Jill Flygare	Application	Error	Budget Preparation	TIR Missed: No	0.31
Capitol Hosting		Jake Vandenberghe	Governor's Office	Low	Closed	TTR Missed: No	0.31

INC000000591461	James Heldt	Application	Error	Novell GroupWise	TIR Missed: Yes	1.97
Metro D Help Desk		John Robinson	Governor's Office	Low	Closed	TTR Missed: No	2.54

INC000000591490	James Heldt	Application	Error	Novell GroupWise	TIR Missed: No	0.13
Metro D Help Desk		John Robinson	Governor's Office	Low	Closed	TTR Missed: No	2.76

INC000000591548	Laurie Decker	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00

INC000000591741	Catherine Dibona	None	None	None	TIR Missed: No	0.30
Metro A Desktop Support		Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.37

INC000000592010	Catherine Dibona	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support		Kraig Ellis	Governor's Office	Low	Closed	TTR Missed: No	0.00

INC000000592318	Catherine Dibona	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Governor's Office	Low	Closed	TTR Missed: No	0.04

INC000000592321	Noleen Warrick	Mobile Devices	Error	None	TIR Missed: No	0.17
Application Services		Danielle Hood	Governor's Office	Low	Closed	TTR Missed: No	1.51

INC000000592644	Catherine Dibona	None	None	None	TIR Missed: No	0.01
Metro A Desktop Support		Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.03

INC000000592748	Alair Emory	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Desktop Support		Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.27

INC000000592895	Jim Grover	Application	None	Gmail	TIR Missed: No	0.00
Application Services		Tony Larsen	Governor's Office	Low	Resolved	TTR Missed: Yes	7.08

INC000000592940	Samantha Brouse	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00

INC000000593482	Tenielle Young	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support		Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00

INC000000593491	Cameron Findlay	Application	Error	Employee Gateway	TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Governor's Office	Low	Closed	TTR Missed: No	0.00

INC000000594319	Audrey M Curtis	Network	Incident	None	TIR Missed: No	0.00
Metro D Help Desk		John Robinson	Governor's Office	Low	Closed	TTR Missed: No	0.00

Governor's Office

INC000000594447	Pamela Blackham	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	High	Resolved	TTR Missed: No	0.00
INC000000594448	Pamela Blackham	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000594451	Jennifer Joy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000594886	Audrey M Curtis	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.14
	Metro D Desktop Support	Steve Gibb	Governor's Office	Low	Resolved	TTR Missed: No	0.49
INC000000594936	Ron Bigelow	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Resolved	TTR Missed: No	0.14
INC000000594979	Laurie Decker	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000594991	Nancy Neilson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000595164	Gloria Hunt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000595350	Michael Kjar	Application	Error	Budget Preparation		TIR Missed: Yes	2.23
	Capitol Hosting	Danny Black	Governor's Office	Low	Resolved	TTR Missed: No	2.23
INC000000595780	James Heldt	Application	None	Medicaid Managed Information		TIR Missed: Yes	1.79
	Operations Production Control	Christie Burnham	Governor's Office	Low	Resolved	TTR Missed: No	1.92
INC000000596716	Samantha Julian	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No	0.45
INC000000596743	Pamela Blackham	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000597053	Pamela Blackham	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	High	Resolved	TTR Missed: No	0.00
INC000000597229	Catherine Dibona	None	None	None		TIR Missed: No	0.29
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No	0.32
INC000000597546	Abby Fang	Application	Error	Novell GroupWise		TIR Missed: No	0.80
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	1.74
INC000000597963	Catherine Dibona	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No	0.15
INC000000598168	Cameron Findlay	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No	0.31

Governor's Office

INC	Name	Category	Type	Item		TIR/TTR		Value
INC000000598998	Jennifer Joy	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No		0.00
INC000000599054	Michael Mower	Application	Password	Utah Master Directory		TIR Missed: No		0.04
	Help Desk	Julie VanBeekum	Governor's Office	Low	Resolved	TTR Missed: No		0.13
INC000000600103	Catherine Dibona	None	None	None		TIR Missed: No		0.03
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No		0.06
INC000000600257	Samantha Julian	PC/Laptop	None	None		TIR Missed: No		0.00
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No		0.47
INC000000600414	Kelsey Garner	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No		0.00
INC000000600856	Jim Grover	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No		0.00
INC000000600888	Catherine Dibona	Telecom	Voice Mail	Telephone		TIR Missed: No		0.07
	Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Resolved	TTR Missed: No		0.16